

# FORUM

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*This Forum column is dedicated to questions about privatized housing. Many issues about housing were brought up at the last Town Hall meeting we held, including a petition with questions which were not voiced. The petition addressed issues of concern to everyone living in or moving into base housing and we have answered the questions below.*

**QUESTION:** How long before the houses on Stockton, Jason and Ivy Streets are demolished?

**ANSWER:** Based on the sip in construction due to utilities issues (see Page 1), we are uncertain at this time.

**QUESTION:** Do the rules change when homes are not rented, and who makes these policies? Is this written in the contract between EPT Management, Hunt and TEAM KIRTLAND? Can we also have a copy of the corresponding pages of the contract?

**ANSWER:** The rules for managing the houses are contained within the ground lease. The level of care provided for houses that are not going to be rented during the transition period is less than that provided for houses that are intended for occupancy. When the new houses are built, they will all be maintained to the same standard.

The ground lease is a large, complex document and there are many pages that discuss the management of the units during and after transition. The extra houses and low occupancy rate during the transition period challenged the project team to find ways of increasing occupancy within the terms of the lease.

With the program to allow unaccompanied members to rent houses at their BAH rate, we've been successful in both increasing occupancy and providing a good deal to unaccompanied active duty members. We expect this situation to end as the transition period concludes in late 2006.

Currently, there is almost no waiting list for housing. We expect a very low vacancy rate and longer waiting lists for housing once the new

houses are available. The ground lease is available for review in the housing office.

**QUESTION:** When new housing is available are the residents living on Stockton, Ivy and Jason Streets on the priority list for moving?

**ANSWER:** The construction and demolition schedule is the primary factor in determining who moves to new houses and in what order. First to move will be those currently living on base who are affected by scheduled demolition. Thereafter, the schedule will be by position held (key and essential personnel listed in the relevant Kirtland AFB instruction), rank, effective date of rank and effective date of service. This procedure will be followed for relocation to all villages.

**QUESTION:** If our current housing one-year lease has not expired, then do we have to wait until the lease is completed to move into a new home?

**ANSWER:** If you are directed to relocate to meet the demolition schedule, you will not be required to fulfill the terms of your existing lease. If you choose to relocate (without being directed to do so), you will be required to negotiate any changes to your existing lease with Kirtland Family Housing. A move for personal reasons may involve a transfer fee.

**QUESTION:** Will they pay for the move, and what cost will we incur? Is this written in the contract between EPT Management, Hunt and TEAM KIRTLAND? Can we again have a copy of the corresponding page of the contract?

**ANSWER:** If you are directed to move, you will be authorized a government-funded local move. You will also be entitled to partial dislocation allowance (PDLA) to help defray costs, such as telephone and cable hook-ups. PDLA for 2004 is \$544.96 for all grades.

**QUESTION:** Watering lawns of occupied houses was promised, but has not been followed through per verbal agreement. In



**COL. HENRY L. ANDREWS, JR.**  
377th Air Base Wing commander

addition, a promise made to water the lawns of vacant houses has not been accomplished. Is this written in the contract between EPT Management, Hunt and TEAM KIRTLAND? Can we also have a copy of the corresponding page of the contract?

**ANSWER:** Item 9 of the Rules and Regulations, an attachment to the individual lease signed and received by occupants at move-in time or when ownership was transferred to KFH, states management is responsible for mowing, edging, trimming and fertilizing (enclosed yards excluded). Watering is an occupant responsibility.

The September 2003 management newsletter provided specific information regarding occupant responsibility for yard care and this guidance complies with the base and city watering guidelines. Yards of vacant units were not watered during the winter months.

A program is currently in place for hydro-seeding the yards of many of the vacant quarters that will be occupied. Those units will be sufficiently watered to establish grass. There are 266 vacant homes that will be maintained, but will not receive any hydro-seeding or watering, as they will not be occupied.

**QUESTION:** Can TEAM KIRTLAND or EPT Management provide fire extinguishers as has been done in the past?

**ANSWER:** No. There is no legal or contractual requirement to provide fire extinguishers. If any fire breaks out in your home, please leave the home immediately and call 911 from a safe location.

**QUESTION:** When will the metering charges start, and how exactly does this process work? Will Congress give us an allotment to cover extra metering expenses? Will EPT Management receive the entire allotment or only the portion of what we use? Will EPT Management and Hunt take measures to improve energy efficiency of our homes? Is this written in the contract between EPT Management, Hunt and TEAM KIRTLAND? In addition, can we have a copy of the corresponding page of the contract?

**ANSWER:** The actual date for utility metering charges to start has not yet been determined. When you are responsible for utility payments your rent will be established at BAH minus 110 percent of estimated utility costs for the size and type home you occupy, thereby leaving a portion of your BAH to pay for utilities. Many factors, including energy efficiency of the existing homes, are taken into consideration when calculating the estimated utility costs.

KFH has not indicated an intent to improve energy efficiency of homes pending demolition, but this will not adversely effect the setting of the 110 percent rate factor.

The lease document is available for review at the housing office.

**QUESTION:** Are we on any project list to receive new playground equipment, and when will it occur?

**ANSWER:** Yes. As part of the Maxwell Housing Renovation Plans, KFH will provide and install a new playground area, including playground equipment. KFH's Maxwell Renovation Proposal was recently approved by the Air Force and KFH plans to begin the renovations this spring

**QUESTION:** Can the money paid for lawn care services be used instead for maintenance of Stockton, Ivy and Jason Streets, as

well as have lawn care be the responsibility of the residents?

**ANSWER:** No. Lawn care services are provided per the ground lease requirements. The project manager's operating budget is determined annually and derived from compliance requirements in the Ground Lease.

Ground care and housing maintenance are two different items in the operating budget. Maintenance of homes is addressed through the Property Managers Service Call process.

KFH has instituted the "green dot" program for occupants who desire to maintain their own yard.

**QUESTION:** Can the private contractor do whatever it wants to?

**ANSWER:** No. The contractor, government and residents alike must all comply with the requirements of the ground lease.

We appreciate your interest in housing privatization at Kirtland. If you have any additional questions or concerns, please contact me at 846-7377 or the Housing Management and Referral Office at 846-8217.

## Forum

We want your suggestions and comments concerning Kirtland AFB.

However, may we also suggest giving base agencies or the chain of command the chance to resolve your concern before calling Forum.

If you decide the Forum is the right answer, we don't print callers' names.

## Customer service

Chapel, 846-5691  
CE Help Desk, 846-8222  
Commissary, 846-9586  
Computer help, 846-5926  
Energy wasting, 846-4633  
Exchange Service, 266-9887  
Family Services, 846-0741  
Finance, 846-8045, 846-6639  
Law Enforcement, 846-7926  
Legal Services, 846-4217  
Medical Clinic, 846-3406  
Services Squadron, 846-1828

Write: 377 ABW/CC Forum  
2000 Wyoming SE  
Kirtland AFB, NM 87117

# CLIMATE SURVEY

Conti nued from Page 1

"I am charging all commanders and supervisors to peel back these results, charter teams to craft ways to improve, and act on the recommendations of these teams," Colonel Andrews said.

The following starts with the highest scoring category ("Unit Performance Outcomes," 90 percent) and ends with the lowest ("General Satisfaction," 69 percent).

## Unit Performance Outcomes

Overall 94 percent of officers, 89 percent of enlisted members, 91 percent of federal civilians and 95 percent of NAF civilians, agreed with statements such as, "The quality of work in my unit is high," and "My unit is successfully accomplishing its mission" in the "Unit Performance Outcomes" section (90 percent average).

## Job Characteristics

In the "Job Characteristics" section (87 percent average), 92 percent of officers, 82 percent of enlisted members, 94 percent of federal civilians and 94 percent of NAF civilians agreed with statements such as, "My job requires me to use a variety of skills," and "Doing my job well affects others in some important way."

## Core Values

Concerning "Core Values" (85 percent average), 95 percent of the officers, 82 percent of enlisted members, 85 percent of federal civilians and 86 percent of NAF civilians agreed with such statements as, "I am able to do my job without compromising my integrity," and "Overall, people in my unit uphold high standards of excellence."

## Supervision

In the "Supervision" category (83 percent average), 90 percent of the officers, 84 percent of enlisted members, 78 percent of federal civilians and 84 percent of NAF employees agreed with such statements as, "My supervisor sets high performance standards," "My supervisor provides opportunities for me to give feedback to him/her," and "My supervisor provides instructions that help me meet his/her expectations." A point of concern is the lower number of people (76 percent) agreeing with the "My supervisor ensures that there is a fair distribution of workload among the people," statement.

## Training and Development

"Training and Development" (81 percent average), had 91 percent of officers, 80 percent of enlisted, 79 percent of federal civilians and 85 percent of NAF employees agreeing with statements such as, "I am encouraged by my unit leadership to learn new things," and "I am given opportunities to improve my skills."

## Teamwork

In the "Teamwork" section (81 percent average), 90 percent of officers, 79 percent of enlisted members, 81 percent of federal civilians and 91 percent of NAF civilians agreed with statements such as, "People in my work group cooperate to get work done," and "Members of my work group willingly share information."

## Job Enhancement

In the "Job Enhancement" category (80 percent average), 91 percent of officers (down from 93 percent in 2002), 77 percent of enlisted members, 80 percent of federal civilians and 82 percent of NAF civilians agreed with statements such as, "In my unit, people willingly share their expertise with each other," and "In my unit, people make innovative suggestions for improvement."

## Resources

The "Resources" category (73 percent average) had some areas of concern. The percent of officers agreeing with the statements dropped from 72 percent in 2002 to 64 percent in 2003. The enlisted score was 77 percent; the federal civilian and NAF civilian were both 71 percent. There were two statements in this category, "We have enough people in my work group to accomplish the job"

(64 percent average) and "I have enough time to accomplish my daily workload during my duty hours" (72 percent average), which fell below the 75 percent standard.

## Unit Leadership

The percent of people agreeing with the "Unit Leadership" statements (73 percent average), ranged from a high of 87 percent for officers to a low of 70 percent for enlisted members. Federal civilians were at 73 percent and NAF civilians at 76 percent. Only one statement "The leaders in my chain of command (in my unit) listen to my ideas," had more than 75 percent of participants agreeing with it (78 percent) while, statements such as, "The leaders in my chain of command (in my unit) listen to my ideas," and "I trust the leaders in my chain of command (in my unit), only had 71 percent agreeing. The low was "I see leaders in my chain of command (in my unit) doing the same things they publicly promote (walking the talk/leading by example)," with 70 percent agreeing.

## Unit Flexibility

"Unit Flexibility" (71 percent average), 83 percent of officers, 67 percent of enlisted members, 76 percent of federal civilians and 68 percent of NAF civilians agreed with statements such as, "My unit adapts to changes quickly" (the highest with 78 percent) and "My unit challenges old ways of doing business" (67 percent, the lowest).

## Participation/Involvement

The "Participation/Involvement" category (71 percent average), had from a high of 86 percent of officers to a low of 66 percent of enlisted members, with 75 percent of federal civilians and 77 percent of NAF civilians agreeing with statements such as; "I feel free to suggest new and better ways of doing things" (high at 79 percent average). Both "Sufficient effort is made to get the opinions and ideas of people in this work unit" and "Suggestions made by unit personnel are implemented in our daily work activities," were below 70 percent at 67 and 66 percent respectively.

## Recognition

In the "Recognition" category (70 percent average), 87 percent of officers, 66 percent of enlisted members and 71 percent of all civilians surveyed agreed with statements such as, "My unit's leaders reward team performance fairly" (high with 71 percent) and "My unit's leaders reward primary job expertise more than additional duty performance" (low at 67 percent). This is the only category where all of the averages were below 75 percent.

## General Satisfaction

The final category, "General Satisfaction" (69 percent average) also had the lowest two statement agreement percentages. Only 51 percent agreed with "Morale in my unit is high," and 59 percent agreed with "I would recommend an assignment in my unit to a friend," while 81 percent agreed "I am a valued member of my unit." Officers agreed with 82 percent of the statements, enlisted members 61 percent, federal civilians 77 percent and NAF civilians 86 percent.

Colonel Andrews encouraged supervisors, first sergeants and commanders to talk to their people about the survey. "Although the 377th Air Base Wing survey results displayed many areas of improvement from the 2002 survey, there are several categories, such as recognition and general satisfaction, which require further action.

"The goal of the survey isn't to report only the good points," he said. "Take this survey seriously and use the information, both positive and negative, to focus our efforts to make the 377th Air Base Wing and the Air Force the choice for all Airmen, military and civilian, and their families."

The entire 2003 Air Force Chief of Staff Climate Survey briefing can be found at [www.kirtland.af.mil](http://www.kirtland.af.mil) and click on the Chief of Staff Climate Survey link.



Photo by Damian Bohannon